

CHALET HOTEL L'EAU VIVE 73590 SAINT NICOLAS LA CHAPELLE

Website : www.hotel-eauvive.com Email : infos@hotel-eauvive.com

N°Siret :479 397 283 000 17 N°

TVA intracommunautaire :FR21479397283

SELLING CONDITIONS

For **individual** or **family** winter and summer stays

BOOKING / CONFIRMATION

- A minimum of **5** people is requested to maintain the walking program entirely.
- The booking is guaranteed as soon as we have received your deposit and sent your confirmation letter.

CANCELLATION /INTERRUPTION of STAY / UNUSED PRESTATIONS

Cancellation and no show will be ruled by the following selling conditions.

1 – From the client (excepted if the room is rebooked)

- From 60 to 31 days before your arrival : The hotel is supposed to keep your deposit
- From 30 to 21 days before your arrival : The hotel keeps your deposit. If the room is rebooked, only **40 €** is requested as a cancellation fee.
- From 20 to 8 days before your arrival : **50 %** of the total amount of the stay is requested deposit deducted. If the room is rebooked, only **40 €** is requested as a cancellation fee.
- From 7 to 4 days before your arrival : **75 %** of the total amount of the stay is requested deposit deducted. If the room is rebooked, only **40 €** is requested as a cancellation fee.
- Less than 3 days before your arrival or for departure during the stay: **100 %** of the total amount of the stay is requested deposit deducted

2 – From the hotel

1/ For a « non walking » holiday :

- More than 30 days before your arrival : Your deposit is returned in totality.
- From 30 to 21 days before your arrival : Your deposit is returned in totality and **40 €** is paid as a cancellation fee.
- Less than 20 days before your arrival : Your deposit is returned in totality and **20%** of the total amount of the stay is paid as a cancellation fee.

2/ For a « walking holiday » :

- If the minimum of **5** people is not reached to guaranty the program, the hotel will suggest you either a restricted program of walks for a lower price or having a non walking holiday instead. If no alternative can be found your deposit will be returned in totality.

UNUSED SERVICES

- As a package holiday, **no refund can be claimed for any unused service** for personal reason.

INSURANCE

You can subscribe to a « cancellation insurance », which costs **2,85 %** of your stay (for year 2009). Please ask for information. EUROP ASSISTANCE – Contrat n° 58 626 373

These selling conditions are valid as soon as we have received your deposit and we have sent your confirmation letter.

The subscription to any holiday means you agree with the prices, the technical information and our selling conditions.